

N E B R A S K A

Information Technology Services

Department of Administrative Services (DAS)

The Mission of Information Technology Services is to serve the citizens of Nebraska by providing premier information technology leadership, policy and operations, which facilitate an effective, responsive and efficient government.

The Office of the CIO

The official blending of the divisions of Chief Information Officer (CIO), Division of Communication (DOC) and Information Management Services (IMS) has taken place. The duties previously assigned to DOC and IMS are now part of the Office of the CIO, which is lead by Brenda Decker.

Accompanying the divisional changes are changes to email addresses and building locations. The email address format is now firstname.lastname@cio.ne.gov. If individuals from the Office of CIO are in your personal address book please change the address to reflect the new email format.

The CIO division is in the process of moving all personnel from the Executive Building into the remodeled 501 Building. Only a handful of individuals remain in the Executive building, they are scheduled to move into the 501 building once the second floor remodel is complete. Once the remodel is completed Office of the CIO personnel will be housed in the 501, 220 and Nebraska State Office Buildings. The anticipated completion date for the remodel is the end of September.

2007 Nebraska State Government Directory

In the next couple of weeks, we will start working on the 2007 Nebraska State Government Directory. The process will start with the "buff pages" information being mailed out to each agency communication coordinator for revisions. Continuing from last year,

each State Agency is responsible for the additions, deletions, and changes with regard to the names, phone numbers, and e-mail addresses that appear in the white pages of the State Government Directory for their employees. Each State agency has a communications coordinator who is responsible for maintaining these listings through NIS.

If you have any questions or concerns regarding the listings that appear in the white pages for your agency, please contact your agency's communications coordinator. If you are a communications coordinator and have questions or concerns regarding any portion of the State Government Directory, please contact Renee Bramhall at (402) 471-4701.

New Centrex Contract for Scottsbluff and Gering

We recently went to bid for Centrex service in the Western part of the state within Embarq territory. As a result of this bid process, we have awarded a new centrex contract to Allo Communications for Scottsbluff and Gering. The rest of the Embarq territory will continue to receive their telephone service from Embarq. We have been working closely with Allo in preparation for this conversion, which will begin this month, and we hope to have the majority of the service converted by the end of September. We will keep you informed of any changes that will affect your agency. The transition period should be completed by mid October. If you have any questions, please call our office at 402-471-2761.

DO NOT CALL LIST FOR CELL PHONES

Due to the recent issues we have experienced with one of our local cellular carriers regarding SPAM text messages and emails being received on our cellular telephones, the Office of the Chief Information Officer is advising agencies to add all of their cellular numbers to the Do Not Call Registry for cellular telephones. Each user can call the number listed below. If you have questions or concerns regarding this request, please contact Norma White at 402/471-3562 or Norma.White@cio.ne.gov.

Do Not Call Registry for CELLULAR PHONES – 888/382-1222.

NEW ADDRESS AND PROCEDURES FOR SURPLUS AND DESTRUCT TELECOMMUNICATIONS EQUIPMENT

Please ship your telecommunications surplus and destruct equipment to the below address.

Office of the CIO
Attn: SURPLUS/ DESTRUCT-Operations Team
501 South 14th, Main Level
Lincoln, NE 68508

Please separate your desk telephones from your cellular telephones when boxing up equipment to send to the above address. ***Please make sure you have deactivated service on your cellular equipment prior to sending it to us for destruct.***

If you have any questions or concerns regarding the surplus and destruct information provided above, please feel free to contact Norma White at 402/471-3562 or Norma.White@cio.ne.gov.

Disaster Recovery Planning and Continuity of Operations Planning

Business Continuity (BC) – Disaster Recovery (DR) Shared Services Group Activities

NITC disaster recovery standard: The standard revised by the BC/DR Shared services group was accepted at the August 4th NITC meeting. The standard can be found at:

http://www.nitc.state.ne.us/standards/security/IT_Disaster_Recovery_Plan_Standard_20060804.pdf

Agency Disaster Recovery Plan: Standard Contents

Recommended Practices: Several agencies are using this document as guide in the development of their own agency's disaster recovery plan. The document can be found at:

www.nitc.state.ne.us/sgc/workgroups/sharedservices/bcdr/documents/AB-Agency%20Disaster%20Recovery-Standard%20Content%20-%2005-10-06.doc

In order to progress with the disaster recovery planning effort, some agencies established assumptions and dependencies. A review of these assumptions and dependencies will begin during the October 11, 2006 BC/DR Shared Services Group meeting.

CIO Continuity of Operations Planning and Disaster Recovery Planning

BC and DR planning efforts continue within the Office of the CIO. Both technical and administrative BC/DR procedures are being developed/upgraded. Currently, there is some emphasis on the administrative procedures for damage assessment and management of disaster recovery activities.

The joint effort between the Office of the CIO and the University of Nebraska Central Administration to collaborate on BC and DR issues also continues. Current activities include a review of past activities/objectives and establishing future objectives.

Contact David Berkland, 402-471-0688 for details or more information.

Lotus Notes Update

This month:

- Quick Tips for Notes Users
- Invitation to the Fall Interagency Collaboration Meeting

Fall Interagency Collaboration Meeting

**October 4, 2006, 9 - 11 a.m.
State Capitol - Room 1525**

State agencies, boards, and commissions are invited to attend the fall Lotus Notes meeting on October 4th. Demonstrations will show three solutions for improving the way you do business with Lotus technology.

Lotus Sametime 7.5

The current Sametime tool and the upcoming release of Sametime 7.5 client will be demonstrated. Lotus Sametime provides secure instant messaging that is available with two levels of service. The basic service is an option that is integrated into the Lotus Notes e-mail client. The full client with many new features is available through the purchase of a license.

E-Newsletters

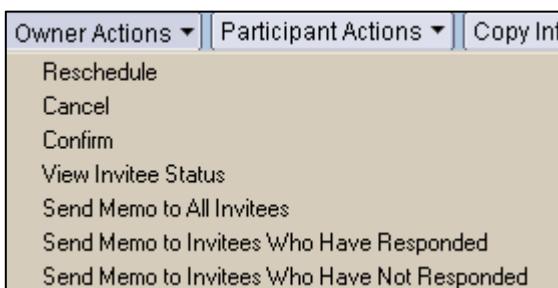
It makes sense to save paper and postage by sending out e-newsletters. But some of those newsletters take up a lot of space in your mail file, especially if graphics are involved. A new Notes template is available that allows you to create and store newsletters in a database and simply send a link to the recipients. We'll demonstrate how the application can work for internal Notes or external web newsletter readers.

Mail-In Databases

Learn how Mail-In Databases can improve efficiency in your agency. More and more agencies and work groups are using mail-in databases for their business units to streamline workflow, to allow several individuals to share duties and documents, and to send announcements from their workgroup.

Quick Tips for Notes Users

- Use the Control + M keyboard shortcut to start a new e-mail.
- As the chair of a meeting, use the "Owner Actions" button to manage the meeting details:



- When viewing an e-mail, use the "Copy Into New" button to create a new calendar item, memo, or to-do item from the memo.



Contact Marcia Stewart (471-8226) for details or more information.

SkillSoft CBT Courses

There are currently 250 course titles in four categories (business skills, IT end users, IT professional and certification). Business skill courses are available in the areas of management, personal development, communication, customer service, human resources, project management and team building. Some of the IT end user courses available include Microsoft Office products, Lotus Notes and Adobe Acrobat. Professional IT courses focus on enterprise data systems, Internet & network, operating systems and servers, software development and web design solutions.

Participating agency personnel and their immediate family members have access to all 250 courses. Note to participating groups if you experience problems with the courses or logging in please contact the CIO Help Desk to open a problem ticket (471- 4636 or IHELP).

If your agency is currently not a participating member of the SkillSoft CBT user group and would like to learn more about it contact Judy Davidson-Whitehead (471-7732 or jdavidso@notes.state.ne.us). Single course pricing is also available.

Training Tapes

VHS training tapes on a variety of technology topics are available for check out. The featured video for September is "Six Cardinal Rules of Customer Service". This video focuses on the six top customer service blunders that plague the business world with advice on how to avoid them. This is a humorous video that's an excellent customer service discussion starter. The video is best used in a group setting. The recommended approach is to view and then discuss the video contents in relationship to what your current practices are. This video is a product of The Telephone Doctor and is approximately 20 minutes in length and is closed-captioned. Use of the tape is free to customers of the Office of the CIO.

Contact Judy Davidson, 402-471-7732 or jdavidso@notes.state.ne.us if you require additional information or to request a full video library listing.

Directory Listing Closing Dates

Book Number	City / Location	Due Date
1	Alliance/Chadron	November 15 th
22	Kearney	October 15 th
25	Nebraska Panhandle	November 1 st
35	Ord	October 15 th
40	York	November 15 th

If you have questions about directory closing dates please contact
Renee at 402-471-4701.